

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION
WITH CUSTOMER SERVICE AGENTS**

MAIL STOP APPEAL BRIEF - PATENTS

Commissioner for Patents

P. O. Box 1450

Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Sir:

Transmitted herewith for filing in the above-referenced patent application are the following documents:

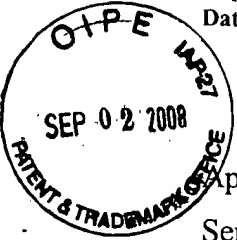
1. Notice of Appeal (in duplicate) (2 pgs);
2. Pre-Appeal Brief Request For Review with attachment (6 pgs.);
3. Petition for One-Month Extension of time (in duplicate) (2 pgs.);
4. Check No. 4575 for \$120.00 (extension fee);
5. Check No. 4571 for \$510.00 (Notice of Appeal fee); and
6. Return Postcard.

Although Applicants believe that no additional fees are due in connection with this submission, the Director is authorized to charge any deficiencies due, or to credit any overpayment, to the undersigned's account, Deposit Account No. **50-0311** Ref. No. **27996-133**, Customer No. **35437**. A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

Dated: September 2, 2008

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